

<b>Date of Incident</b>	09-19-2022
<b>Prepared By</b>	Linda Barder
<b>Reviewed By</b>	Incident Report was reviewed by Brian Kroker on 09-21-2022 at 04:48 PM.
<b>Property</b>	Towers at Wyncote
<b>Time of Incident</b>	12:31:00
<b>Location of Incident</b>	Leasing Office, lobby area in front of the fire place

Incident Type
Misc.
Description of Incident
Resident Jennifer Smith was at the front desk talking with the receptionist. She then turned around to walk into the Clubhouse to speak with Frank. When walking she tripped on the cement corner in front of the fireplace, fell and banged her head on the side of the wooden cabinet causing her to have a large bump on her forehead.
Corrective action taken at the time of the incident
Frank helped her up, sat in the clubhouse and provided ice to apply to her forehead.
What we have done related to Customer Service and helping the resident, if anything?
Frank helped her up, sat in the clubhouse and provided ice to apply to her forehead. Ambulance came @12:53 to take her to the hospital for precaution.
Witnesses names and phone number
Frank Baer Lael Pilson (receptionist)
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Resident Name
Jennifer Smith; 1223-3
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

